

HUMAN SERVICES



WEBSITE KEYWORDS: HUMAN SERVICES.

GET TO KNOW HUMAN SERVICES ADDING VALUE TO OUR LIVES

Need a ride to the grocery store? Want to get connected to a nonprofit organization or find a volunteer opportunity? Human Services can help. Offering a wide variety of programs, services and events, Human Services helps strengthen and connect our community. All Bloomington residents, including low-income families, seniors, multicultural communities and individuals with disabilities, are able to get connected to local, county and state nonprofit services as well as other valuable resources. In 2010, Human Services facilitated an estimated 4,300 connections and provided 3,700 referrals. These resources are available on a daily basis.

For more information on featured programs and services, call Human Services at 952-563-8733, TTY 952-563-8740 or visit the [City's website](#).

HAVIN' FUN WHILE HELPIN' OUT VOLUNTEERS BRING SKILLS, SUPPORT AND SMILES

Human Services relies on volunteers of all ages to help facilitate its programs and services, allowing citizens an opportunity to "give back." Individuals, like Jerry Neren and Kass Lanman, and groups, such as the Minnesota School of Business, make an enormous difference in our community – and they're not alone. In 2010, 405 volunteers recorded 26,667 hours of volunteer time, adding an estimated \$564,274 value to the community.

"And when you volunteer, you get to meet new people and have new experiences."



KASS LANMAN, a Bloomington resident who has been volunteering for more than 30 years, started a group called the Bocce Babes in 2003. She spends as much as 35 hours each month organizing bocce ball games at Valley View Playfield and other activities for the 85-member group. Lanman credits the unofficial structure of the group with attracting

more participants. Members don't need to register, pay dues or even commit to a full season. The group also enjoys trips to Target Field, the Farmers Market, Lake Minnetonka and other destinations.

"I really enjoy encouraging others to be active," Lanman said. "And when you volunteer, you get to meet new people and have new experiences. It's like being in school again."

"What I enjoy most about volunteering is being able to give something back."

Bloomington resident **JERRY NEREN** is a published and award-winning poet who recently hosted a workshop at Bloomington Theatre and Art Center's "Writers' Festival and Book Fair." He came to Human Services in March 2009 with an interest in teaching a senior poetry class; a few months later Neren was welcoming his first students.

"What I enjoy most about volunteering is being able to give something back to the community," Neren said. "As a poetry teacher, as every teacher knows, I learn at least as much as I teach."

Neren estimates he spends about 15 hours per month preparing for his class, not including time spent after class speaking with students individually.

In addition to teaching, Neren also coordinates an annual poetry contest. The contest is open to adults, 50 and older, and people with disabilities. The first poetry contest, held in 2010, received more than 75 entries. Though not all were winners, all entrants and poetry students celebrated the opportunity to explore their creativity. The class is now an ongoing offering, held on the third Wednesday of each month from 6:30 - 8:30 p.m., at Creekside Community Center.



Our community would not be the great place it is today were it not for the leadership and dedication shown by volunteers like Lanman, Neren, Mader-Halcrow, and other faculty and staff of Minnesota School of Business.

Whether your goal is to make new friends, increase quality of life in your community, or build your resume, there are plenty of volunteer opportunities available working with youth, families and seniors. For more information on how you can get involved, contact Human Services.

"Volunteering at Creekside provides staff with a fun way to serve the community."

MINNESOTA SCHOOL OF BUSINESS FACULTY AND STAFF VOLUNTEERS found a way to give

back and make a few friends "over lunch" as servers at the monthly themed lunches at Creekside's City Diner. The help is not only appreciated, it is very much needed, according to Human Services Program Coordinator Melissa Wurst-Persaud. The themed lunches draw crowds of 150 - 250 people per event.

"For the regular volunteers who serve meals on a daily basis at Creekside, having the Minnesota School of Business volunteers there provides much needed help during these popular lunch events," Wurst-Persaud said.

Katie Mader-Halcrow is a General Education and Resource Center Coordinator, as well as a faculty member at the Richfield-based Minnesota School of Business. Mader-Halcrow has been volunteering with the City Diner group since 2009.

"We appreciate all that the seniors at Creekside have done throughout their lives to make our community strong, and we believe it's time for the community to serve them," Mader-Halcrow said.



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When you see **WEBSITE KEYWORDS**, go to www.ci.bloomington.mn.us for more information.

KEEPING YOU UPDATED NEWS WORTH KNOWING



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The City offers a variety of online tools to help you stay informed about City news, programs, events and more. For example, you can sign up for updates on the Human Services Senior Program using [E-Subscribe](#).

This free subscription service sends e-mail and wireless notifications when updates to our most popular Web pages are posted.

Don't miss out on Human Services' recently unveiled monthly e-newsletter with updates on the latest news, programs and events.

To receive e-mail updates about current Human Services news and events, go to the City's website, click on [E-Subscribe](#) and subscribe to "Human Services."



MAKING YOUR LIFE E-ASIER MANAGING VOLUNTEER ACTIVITIES ONLINE

In September, Human Services introduced a new software program for managing volunteers' schedules and activities called Volgistics.

The Volgistics program not only allows volunteers to sign up for new volunteer opportunities, but to manage their schedules online. Volunteers can access their schedules and job assignments from home and may also receive a record of the hours they worked. Volunteer applications and a list of current volunteer positions are available on the City's website.

WEBSITE KEYWORD: VOLGISTICS.